



THINQ TrainingServer Manual

THINQ TRAININGSERVER MANUAL

TrainingServer Learning Management System (LMS) is a comprehensive web-based training administration and tracking tool. The goal of this system is to provide training administrators and employees with a comprehensive tool for planning, scheduling, registering and tracking of internal and external training and education.

TrainingServer allows employees to view a course catalogue for City provided classes. These classes are commonly referred to as **internal classes**. Typically ITD and TLC or your individual departments offer these types of classes. Employees also have the ability to enter a class, seminar or a conference that is not provided by the City of Tempe. These activities are referred to as **external courses**. All requests for tuition reimbursement courses are entered as a request for external training.

Once an employee has made a request for training, that request will go through an approval process. After the approval process completes, the employee and supervisor will be notified via email whether the request has been approved or denied.

In order to provide assistance to all employees, **Training Server Administrators** have been designated for the various departments to assist employees with any questions concerning the use of TrainingServer. Go to the last page in this manual to see who your Training Server Administrator is for your work area.

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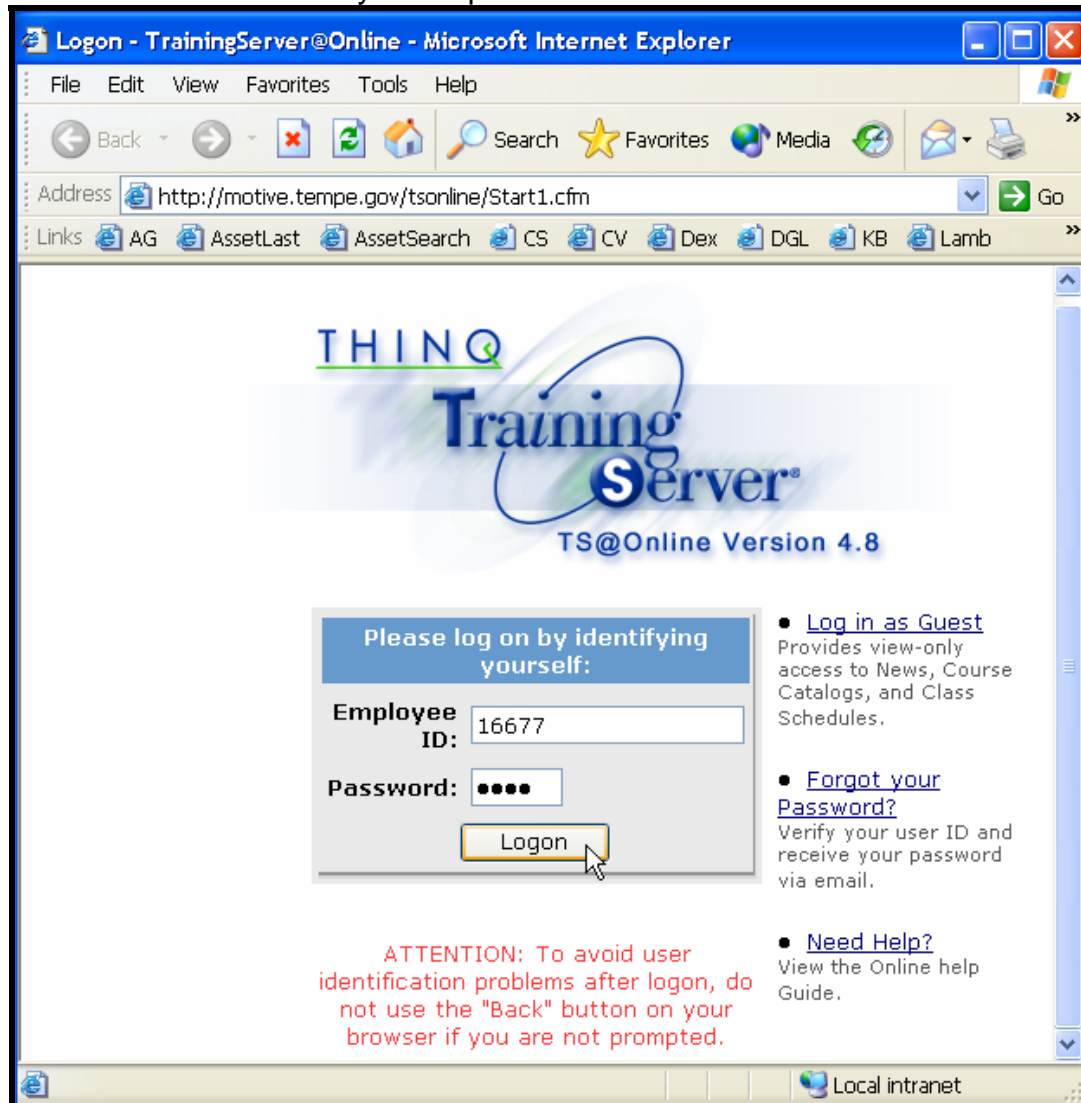
I. INTERNAL CLASS REGISTRATION

How to log into Training Server?

1. On the desktop of your computer, **double click the Training Server icon.**
or you can open Internet Explorer and go to: <http://motive.tempe.gov/tsonline>



2. For employee ID: type your **5 digit employee ID Number.**
3. For password: type the **last 4 digits of your employee ID number.**
 - a. If you forgot your password, click on the 'Forgot your Password?' hyperlink.
 - i. In the 'Employee ID' textbox, type your employee ID number.
 - ii. In the 'Email' textbox, type your email address.
 - iii. Click on the 'Submit Request' button.
 - iv. An email will be sent to your account with your password within 5 minutes of your request.

A screenshot of a Microsoft Internet Explorer browser window. The title bar reads 'Logon - TrainingServer@Online - Microsoft Internet Explorer'. The address bar shows 'http://motive.tempe.gov/tsonline/Start1.cfm'. The main content area features the 'THINQ Training Server' logo and 'TS@Online Version 4.8'. Below the logo is a login form with the heading 'Please log on by identifying yourself:'. The form contains two text boxes: 'Employee ID:' with the value '16677' and 'Password:' with four dots. A 'Logon' button is at the bottom of the form. To the right of the form are three links: 'Log in as Guest' (with a description), 'Forgot your Password?' (with a description), and 'Need Help?' (with a description). At the bottom of the page, a red text warning reads: 'ATTENTION: To avoid user identification problems after logon, do not use the "Back" button on your browser if you are not prompted.' The status bar at the bottom shows 'Local intranet'.

How to search for a listing of courses?

1. Log into Training Server by typing your **5 digit employee ID Number** for employee ID and type the **last 4 digits of your employee ID number** for the Training Server password.
2. Click on the '**Register for Class**' hyperlink, the 2nd hyperlink down.
3. In the 'Course Name' text box, **type the name of the course you are searching.**
i.e. Excel *****The less you type, the better your search result*****
4. Click on the '**Search**' button and scroll through the list to find the course you want to attend.
5. When you find the course you want to attend, **click on the 'Course Name' hyperlink** for the desired class to review the detailed information and class objectives.

Please enter your selection and sort criteria and click Search

Course Code:

Course Name: ☒ Embedded Word

Location:

Course Type:

Dates from: (mm/dd/yyyy)

through: (mm/dd/yyyy)

Course Delivery:

Search

Sort Order: ☒ Course Code ☐ Course Name ☐ Date/Time ☐ Location

To enroll in a class, click the [Class ID](#).
For a class summary, click the [Course Name](#).
To view Location and Room detail, Click the [Location](#).

Class ID	Course Code	Course Name	Date/Time	Location
2962	ITEUE1001	Excel 1(Intro.): Data Entry and Formula Writing (Mod. 1&2)	01/15/2004 08:00 AM 01/15/2004 12:00 PM	ITD Computer Training/Downtown Tempe
2986	ITEUE1001	Excel 1(Intro.): Data Entry and Formula Writing (Mod. 1&2)	03/02/2004 01:00 PM 03/02/2004 05:00 PM	ITD Computer Training/Downtown Tempe
2970	ITEUE1011	Excel 2 (Inter.): Formatting, Linking & Printing Spreadsheets (Mod. 3&4)	02/05/2004 08:00 AM 02/05/2004 12:00 PM	ITD Computer Training/Downtown Tempe
2995	ITEUE1011	Excel 2 (Inter.): Formatting, Linking & Printing Spreadsheets (Mod. 3&4)	03/18/2004 01:00 PM 03/18/2004 05:00 PM	ITD Computer Training/Downtown Tempe

6. Notice how you can read the course objectives and see how many seats are still open for the class. To go back to viewing the schedule, click on the '**Return to Schedules**' hyperlink to the far right of the window. The Back and Forward button in the top left corner for Internet Explorer do not navigate you through Training Server.

Class Summary			
Class ID:	2995		
Class Date/Time:	03/18/2004	01:00 PM - 05:00 PM	
Course Code:	ITEUE1011		
Course Name:	Excel 2 (Inter.): Formatting, Linking & Printing Spreadsheets (Mod. 3&4)		
Not Used:			
Not Used:			
Credits:	0.00		
Tuition Estimate:	\$0.00		
Course Type:	Instructor Led Training		
Class Status:	Scheduled		
Currently Enrolled:	4	Class Min/Max:	4 / 10
Course Description:			
	Click here for additional objectives from the LearnIT website: *Inserting rows and columns *Move and copy data *Using the AutoFill feature to complete a series of values		

7. When you are finished with viewing the course schedules, click on the '**Logoff**' hyperlink in the top right corner.

How to register for an internal course?

1. Log into Training Server by typing your **5 digit employee ID Number** for employee ID and type the **last 4 digits of your employee ID number** for the Training Server password.
2. Click on the '**Register for Class**' hyperlink, the 2nd hyperlink down.
3. In the '**Course Name**' text box, **type the name of the course** you are searching.
i.e. Excel *****The less you type, the better your search result*****
4. Click on the '**Search**' button and scroll through the list to find the course you want to attend.
5. When you find the course you want to attend, **click on the 'Course Name' hyperlink** for the desired class.
6. Read the Course objectives and click on the '**Enroll in Class**' hyperlink, as shown below.

Class Summary	
Class ID:	2995
Class Date/Time:	03/18/2004 01:00 PM - 05:00 PM
Course Code:	ITEUE1011
Course Name:	Excel 2 (Inter.): Formatting, Linking & Printing Spreadsheets (Mod. 3&4)
Not Used:	
Not Used:	
Credits:	0.00
Tuition Estimate:	\$0.00
Course Type:	Instructor Led Training
Class Status:	Scheduled
Currently Enrolled:	4 Class Min/Max: 4 / 10
Course Description:	Click here for additional objectives from the LearnIT website: *Inserting rows and columns *Move and copy data *Using the Auto Fill feature to create series of values

Actions

- [Enroll In Class](#)
- [Return to Class Schedules](#)

7. Click on the '**Register**' button to complete the registration process.
8. An email will be sent to your Supervisor for approval and you will be placed on the class roster. When your Supervisor has approved you for attending the class, you will receive an email saying you have been approved. Congratulations!
9. When you are finished using Training Server, click on the '**Logoff**' hyperlink in the top right corner of the window.

How to view your class registrations?

1. Log into Training Server by typing your **5 digit employee ID Number** for employee ID and type the **last 4 digits of your employee ID number** for the Training Server password.
2. Click on the '**Enrollments**' hyperlink, 3rd hyperlink down.

The screenshot shows the 'Home' page of the Training Server. It features a 'General Information' section with a 'Feedback' link. Below this is the 'Student Self-Service Functions' section, which contains several links: 'Course Catalogs', 'Register for Class', 'Enrollments' (circled with a hand cursor), 'Learning Plan', 'Current Certifications', and 'Skill Gap Analysis'. Each link has a corresponding description of its function.

[Home](#)

General Information

[Feedback](#) Send comments or suggestions to the system administrators.

Student Self-Service Functions

[Course Catalogs](#) Please DO NOT use this option to register for a class. Use this option to view courses by name, job or department, and skill. To register for a class, click on the "Register for Class" option below.

[Register for Class](#) Use this option to **REGISTER** for a class, or to view a list of currently scheduled classes by course topic, date or location.

[Enrollments](#) View your current enrollments and requests for training. Change or cancel enrollments.

[Learning Plan](#) View and launch courses assigned to your personal or job profiles, or recommended courses based on your skill assessment.

[Current Certifications](#) View or print transcripts by course, code and expiration date for specific statues only.

[Skill Gap Analysis](#) Perform a self-assessment on associated skills and find courses that address skill gaps.

3. In the new screen to the right of Enrollments Summary, click on the '**Enrollments – Classes:**' hyperlink.
 - a. Enrollments – Classes: a class where you have a seat on the 'roster'.
 - b. Enrollments – Courses: you are on the 'Waitlist' wanting to take the class. The class is full, and you have no seat on the 'roster', but want to be notified when a seat is available.

The screenshot shows the 'Learning Management System' interface. On the left is the 'CITY OF TEMPE ARIZONA' logo and a 'Find a Course' search bar. The main content area is titled 'Enrollments' and shows a summary for 'Andrea M Gattorna'. It includes a table with two rows: 'Enrollments - Classes: 2' (circled with a hand cursor) and 'Enrollments - Courses: 1'. To the right of the table are statistics: 'Scheduled Workstations: 0 Times' and 'Lending Items Requested: 0'. At the bottom, there is a search bar with 'Course Code' and 'Dates from' fields, and a 'Search' button.

Learning Management System

[LogOff](#) [Help](#)
[Home](#) [Feedback](#)
Current User: Andrea M Gattorna

[Enrollments](#) | [Skill Gap Analysis](#)

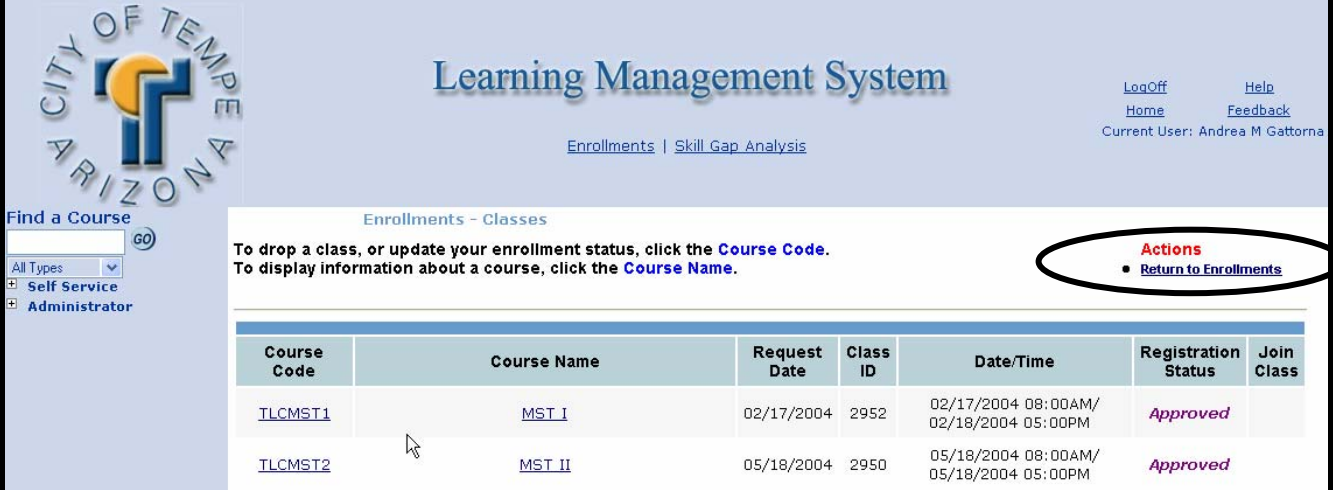
Enrollments

Enrollment Summary for: Andrea M Gattorna	Enrollments - Classes: 2	Scheduled Workstations: 0 Times
	Enrollments - Courses: 1	Lending Items Requested: 0

Please enter your selection and sort criteria and click **Search**

Course Code: Dates from:

4. **Notice your registration schedule** with course name and date and registrations status, as shown in the screen shot below.
5. To go back one screen and return to the main Enrollments screen, click on the '**Return to Enrollments**' hyperlink on the far right side of the page. The Back and Forward button in the top left corner for Internet Explorer do not navigate you through Training Server.



City of Tempe

Learning Management System

Enrollments | Skill Gap Analysis

LogOff Home Help
Feedback
Current User: Andrea M Gattorna

Find a Course GO

All Types
Self Service
Administrator

Enrollments - Classes

To drop a class, or update your enrollment status, click the **Course Code**.
To display information about a course, click the **Course Name**.

Course Code	Course Name	Request Date	Class ID	Date/Time	Registration Status	Join Class
TLCMST1	MST I	02/17/2004	2952	02/17/2004 08:00AM/ 02/18/2004 05:00PM	Approved	
TLCMST2	MST II	05/18/2004	2950	05/18/2004 08:00AM/ 05/18/2004 05:00PM	Approved	

Actions

- [Return to Enrollments](#)

6. When you are finished using Training Server, click on the '**Logoff**' hyperlink in the top right corner of the window.

How to cancel out of an internal course?

When dropping out of a class, you must contact your Training Server Admin 1st, and then you may go through the steps below for canceling yourself out of the class. Also, you must cancel 4 working days prior to the scheduled class to avoid any penalizations.

1. Log into Training Server by typing your **5 digit employee ID Number** for employee ID and type the **last 4 digits of your employee ID number** for the Training Server password.
2. Click on the '**Enrollments**' hyperlink, 3rd hyperlink down.
3. In the new screen to the right of Enrollments Summary, click on the '**Enrollments - Classes**' hyperlink.

Learning Management System

Enrollments | Skill Gap Analysis

LogOff Home Help Feedback
Current User: Andrea M Gattorna

Find a Course

GO

All Types
Self Service
Administrator

Enrollments

Enrollment Summary for: **Andrea M Gattorna**

Enrollments - Classes: 2

Enrollments - Courses: 1

Scheduled Workstations: 0 Times

Lending Items Requested: 0

Please enter your selection and sort criteria and click Search

Course Code: Dates from:

4. Click on the '**Course Code**' hyperlink for the class you want to cancel out of, as shown below.

Learning Management System

Enrollments | Skill Gap Analysis

LogOff Home Help Feedback
Current User: Andrea M Gattorna

Enrollments - Classes

To drop a class, or update your enrollment status, click the **Course Code**.
To display information about a course, click the **Course Name**.

Actions

- Return to Enrollments

Course Code	Course Name	Request Date	Class ID	Date/Time	Registration Status	Join Class
TLCMST1	MST I	02/17/2004	2952	02/17/2004 08:00AM/ 02/18/2004 05:00PM	Approved	
TLCMST2	MST II	05/18/2004	2950	05/18/2004 08:00AM/ 05/18/2004 05:00PM	Approved	

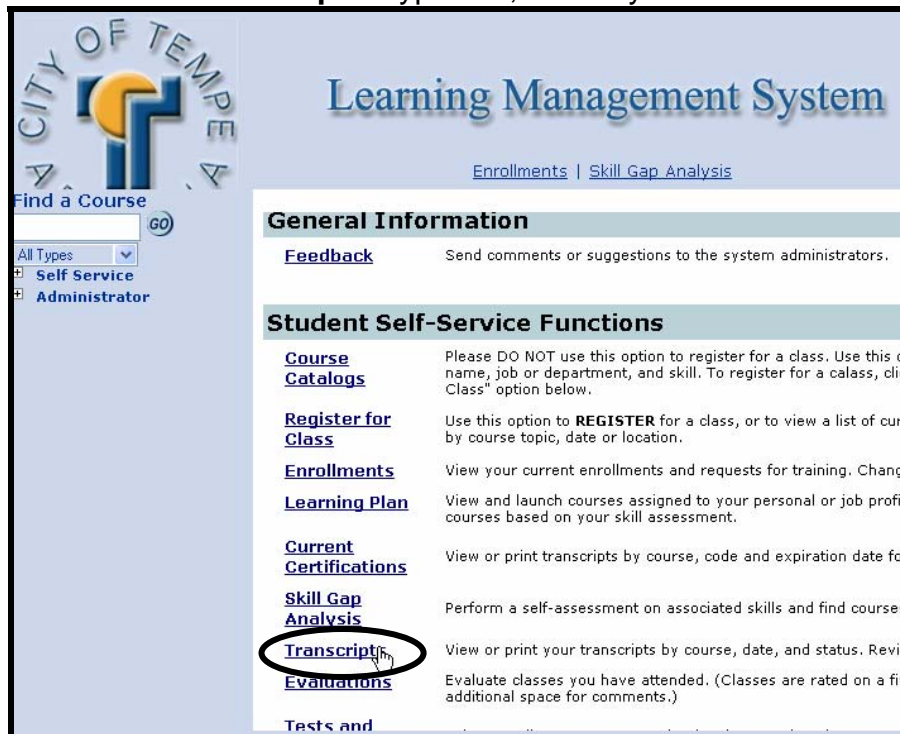
5. Click on the '**Drop**' button at the bottom of the screen.

Class ID:	2952 <input type="button" value="Details"/>
Course Code:	TLCMST1
Course Name:	MST I
Employee Code:	16677
Employee Name:	Andrea M Gattorna
Date Enrolled:	12/16/2003
Registration Status:	Approved
Registration Type:	Roster
Date Requesting:	02/17/2004
E-mail:	<input type="text" value="andrea_gattorna@tempe.gov"/>
Notes:	<input type="text"/>
<input type="button" value="Update"/> <input type="button" value="Drop"/>	

6. **Remember to contact your Training Server Administrator to confirm the cancellation**, so that your 'roster' seat may be given to someone else and to ensure that you will not be charged for the class.
7. When you are finished using Training Server, click on the '**Logoff**' hyperlink in the top right corner of the window.

How to view your Transcript?

1. Log into Training Server by typing your **5 digit employee ID Number** for employee ID and type the **last 4 digits of your employee ID number** for the Training Server password.
2. Click on the '**Transcripts**' hyperlink, half way down on the Training Server home page.



3. To view your entire Transcripts, **do not input any data to filter** and click on the '**Search**' button, as shown below.

Course Code	Course Name	Completion Date	Credit	Training Grade
Internal Transcripts				
AGTS-PRO78	PROJECT MANAGEMENT	12/18/2002	N/A	N/A
ITEUL2000	LMWebware	06/25/2003	N/A	N/A

4. You should notice Training Server will first list your Internal Transcript and then your External Transcript. Click on the '**Print**' button for Internet Explorer, at the very top of the window. For a more formal looking transcript for an interview, please contact your Training Server Administrator to print a formal transcript.
5. When you are finished using Training Server, click on the '**Logoff**' hyperlink in the top right corner of the window.

II. EXTERNAL CLASS REGISTRATION

How to register for an external class for tuition reimbursement through the Tempe Learning Center (TLC)?

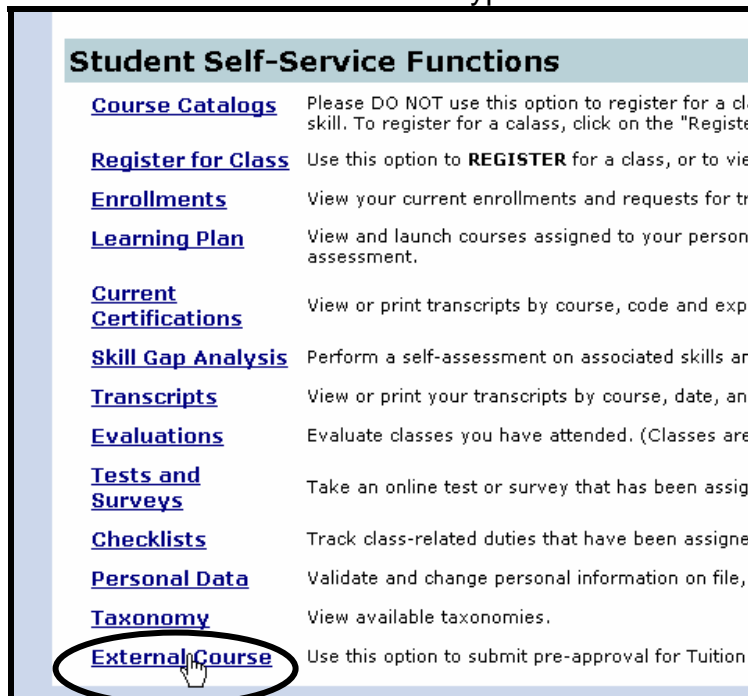
The External Course option is used to obtain approval for courses that are not offered internally by the City of Tempe.

External Courses would be used for the following requests:

- If an employee is requesting a course to be paid out of tuition reimbursement.
 - i.e. You are pursuing an undergraduate degree and taking the classes at University of Phoenix. You will be paying for the class fees at the beginning of the class semester with your own money. When the class is completed, you will then qualify to be reimbursed by the City of Tempe TLC.
- If an employee is requesting a seminar or conference, sponsored by an outside vendor.
 - i.e. As part of your IDP, your department is paying for you to take a class on 'Hazard Waste' and your department cost center is paying for the initial fees of the class.

For a complete description of tuition reimbursement, please visit the TLC Tuition Reimbursement website at: http://www.tempe.gov/tlc/tuition_reimbursement.htm

1. Log into Training Server by typing your **5 digit employee ID Number for employee ID** and type the **last 4 digits of your employee ID number for the Training Server password**.
2. Click on the '**External Course**' hyperlink at the bottom of the web page.



3. Fill in all required fields as shown below.

Employee Code:	16677		
Employee Name:	Andrea M Gattorna		
a. Course Code:	<input type="text" value="MGT599"/>	Required	<<== Enter new Course Code OR click the "Search" button ==>> <input type="button" value="Search"/>
b. Course Name:	<input type="text" value="MGT599: Cases in Decision Making"/>	Required	
c. Grade:	<input type="text"/>		
d. Completion Date:	<input type="text" value="12/15/2004"/>	(mm/dd/yyyy) Required	
e. Credits:	<input type="text" value="3"/>	(number only) Required	
f. Tuition Estimate:	<input type="text" value="1200"/>	(number only) Required	
g. Cost Center Number:	<input type="text" value="1984"/>	<<== Enter new Cost Center Number OR click the "Search" button ==>> <input type="button" value="Search"/>	
h. Cost Center:	<input type="text"/>		
i. Notes:	<input type="text" value="Tuition-\$1,095.00
Books-\$60.00"/>		Required
Status:	Pending		
j. Reimbursable Course?:	<input checked="" type="checkbox"/>	Required	
k. Institution:	<input type="text" value="University of Phoenix"/>	Required	
l. Continuing Hours:	<input type="text"/>		
m. Credit Hours:	<input type="text"/>		
n. Proficiency Hours:	<input type="text"/>		
o. Other Hours:	<input type="text"/>		

	Field Name	Description	Required
a.	Course Code	Type in the course code as it shows for the educational institution.	Yes
b.	Course Name	Type in the course name as it shows for the educational institution.	Yes
c.	Grade	Leave blank, your Training Server Administrator will document.	No
d.	Completion Date	Leave blank, your Training Server Administrator will document.	No
e.	Credits	Type in the credits as it shows for the educational institution. Type a zero if there are no credits.	Yes
f.	Tuition Estimate	Type in the estimated price for tuition and books.	Yes
g.	Cost Center Number	Type in your cost center number. This will only be used for record keeping, your department will not be charged.	Yes
h.	Cost Center	Leave blank.	No
i.	Notes	Type in the estimated cost for tuition and books.	Yes
j.	Reimbursable Course?	If you want to be reimbursed by TLC for tuition & fees you must check mark this box. If you are taking the class as part of your IDP and your department is paying for the class, leave blank!	Yes
k.	Institution	Type the name of the institution for your tuition reimbursement.	Yes
l.	Continuing Hours	Leave blank for tuition reimbursement through the TLC. Only applicable to specific departments and workgroups.	No
m.	Credit Hours		No
n.	Proficiency Hours		No
o.	Other Hours		No

4. Once you have completed this form, click on the '**Submit**' button.
5. An email will now be sent to your Supervisor for approval and then an email will be sent to TLC for the final approval. After you have received approval from your Supervisor and the TLC, you will receive an email informing you have been approved and to proceed with taking the class.
****Keep the final email approving you for the external class to be reimbursed for your class!!****
6. When you are finished using Training Server, click on the '**Logoff**' hyperlink in the top right corner of the window.
7. After you have completed the class there are 5 items you need to turn into your training Server Admin for reimbursement:
 - a. The final email approving you for the external class.
 - b. The original grade report showing you have completed the class with a grade C or better.
 - c. The original receipt showing you paid for the class, detailing the class name, date and amount.
 - d. If you paid for books, the original receipt showing you paid for books, detailing the class name, date and amount.
 - i. You need to also include the class syllabus showing the books are required for the class.
 - e. Class syllabus describing an overview of the class, showing the class name.
8. Hand this documentation over to your Training Server Admin and they will process the paperwork and mark your class complete in Training Server.
9. As long as the paperwork is complete, you should be reimbursed within the next pay period.

Tuition Reimbursement Roadmap

LAST UPDATED ON: 10-MAY-05

1. **Employee submits Pre-Approval request via Training Server (online)**
 - a. Refer to the Training Server Manual for steps for external courses.
2. **Tuition Reimbursement Electronic Pre-Approver**
 - b. Designated Department Tuition Reimbursement Electronic Pre-Approver verifies employee and course eligibility.
 - c. Approves or Denies the employee's request.
3. **TLC processes request electronically.**
 - d. Verifies course eligibility for tuition reimbursement.
 - e. Approves or Denies the employee's request.
 - f. Generates an email (Approved or Denied) to the employee. The email serves as required documentation and is to be submitted to the employee's Department upon course completion in order to process Tuition Reimbursement request. **[EMPLOYEES MUST RETAIN A COPY OF THE EMAIL PRE-APPROVAL TO COMPLETE REIMBURSEMENT PAPERWORK.]**
4. **Employee pays institution fees and attends class after receiving an approval email.**
 - g. Employee attends class.
 - h. Upon completion of course, employee submits paperwork to their department's designated Tuition Reimbursement Processor(s). Submit the following five items in your paperwork:
 1. The Approval email for the specified External Course
 2. Original invoice/receipts for tuition & fees
 3. Original invoice/receipts for book(s), if applicable.
 4. The course syllabus that indicates all required books for this course.
 5. A copy of employee's passing grade or pass/fail documentation.
5. **Tuition Reimbursement Processor reviews paperwork and stamps documents.**
 - i. Verifies that all required items are included in the employee's submitted paperwork.
 - j. Audits and stamps the submitted paperwork.
 - k. Coordinates employee's record/transcript update with Department's designated Training Server Administrator(s).
 1. Training Server Administrator updates employee's transcript in LMWEBware.
 2. Modifies the actual 'Date Completed', if needed.
 3. Inputs the Grade/Status.
 4. For External Course Status, select 'Finish'.
 - l. Submits tuition reimbursement paperwork to Financial Services – Payroll.
 1. After the paperwork is audited and entered into LMWEBware, Payroll staff inputs the data into PeopleSoft Payroll. Employees can check the status of your tuition reimbursement online within PeopleSoft Payroll.

Tuition Reimbursement Processors Contact List

LAST UPDATED ON: 7-FEBRUARY-06

Department	Tuition Reimbursement Processor(s)	Extension
Audit	Ken Jones	8504
City Attorney	Susan Vasquez	8500
City Clerk	Kathy Matz	8242
City Court	Tom Brady Rick Rager Mark Stodola	8582 8252 8457
Community Relations	Shelley Hearn	8906
Community Services	Cecelia Pinkston	5315
Community Development	Carolyn Mills	2706
Development Services	Nancy Woods	8946
Diversity	Rosa Inchausti	8999
Financial Services	Tom Duensing	8866
Fire	Marilyn Kamb	7216
Human Resources	Tammy Milhon	8056
Information Technology	Andrea Gattorna	2133
Parks & Recreation	Cynthia Yanez	5240
Police	Aaron Peterson	8779
Public Works	Charlie Bladine Rebecca Johnson Bobbi Lloyd Dilanna Willstead Holly Stennerson Monique Gomez Dianna Seaux Debbie Cress Rosemary Ault	8563 (Field Services) 8282 (Fleet) 2775 (Traffic Ops) 2099 (Light Rail) 2775 (Transit) 8519 (Engineering) 8371 (Admin) 8229 (Streets) 8219 (Traffic Eng)
Water	Marianne Van Auken Susan Giger	2633 2631

Documentation Required (Upon review & Training Server updates, forward to payroll):

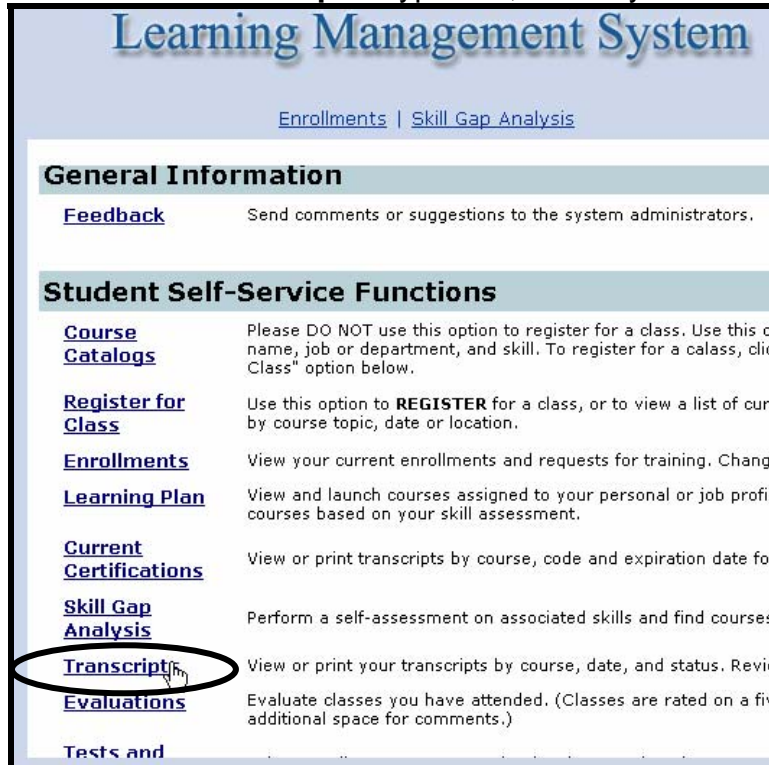
- ✓ Course Description & class syllabus showing required books and fees
- ✓ Course grade:
(Undergraduate courses – “C” or better; Graduate courses – “B” or better; Certification/Licenses – “pass/fail”)
- ✓ Receipts (Tuition, books, fees)
- ✓ Pre-approval email generated by TrainingServer

Update Training Server records:

- ✓ Coordinate transcript updates with your area's Training Server Administrator

How to cancel out of an external class?

1. Log into Training Server by typing your **5 digit employee ID Number** for employee ID and type the **last 4 digits of your employee ID number** for the Training Server password.
2. Click on the '**Transcripts**' hyperlink, half way down on the Training Server home page.

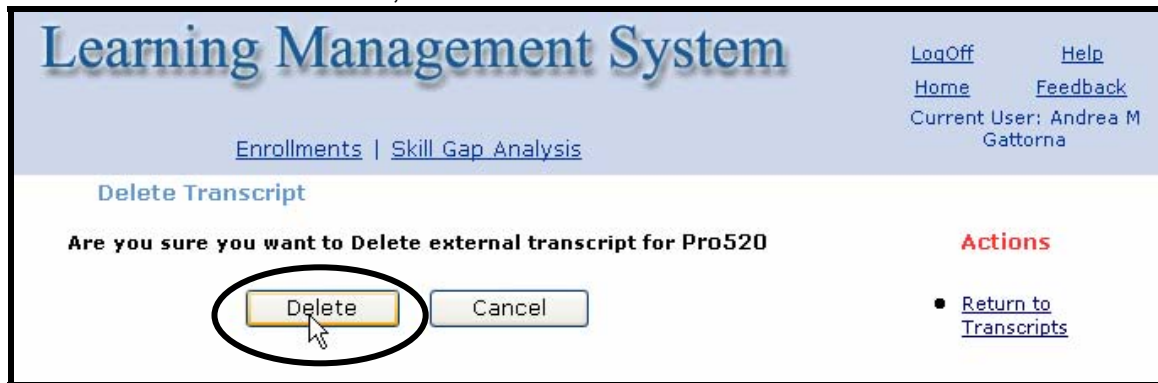


3. To view your entire Transcripts, **do not input any data to filter** and click on the '**Search**' button.
4. You should notice Training Server will first list your Internal Transcript and then your External Transcript will be towards the bottom.
5. **Click on the credits hyperlinks** for the class that you want to cancel out of, as shown below.

The screenshot shows a table titled 'Employee Transcripts'. The table has columns for Course ID, Course Name, Date, Credits, Status, and Action. The first row shows 'TLC PST1' for 'TLC Presentation Skills Fundamentals' with a date of 10/22/2003 and a status of 'Dropped From Class'. Below this is a section for 'External Transcripts'. The second row shows 'Crystal Rprt8.5' for 'Crystal Report 8.5 Introduction' with a date of 02/27/2003 and a status of 'Finished'. The third row shows 'PRO78' for 'Project Management: An Integrated Approach to Managing Projects and Daily Operations' with a date of 12/19/2002 and a status of 'Finished'. The fourth row shows 'Pro520' for 'The Cycle Project Management' with a date of 12/29/2014 and a status of 'Pending'. The '3.00' credit value for the 'Pro520' class is circled with a black oval.

Course ID	Course Name	Date	Credits	Status	Action
TLC PST1	TLC Presentation Skills Fundamentals	10/22/2003	N/A	N/A	Dropped From Class
External Transcripts					
Crystal Rprt8.5	Crystal Report 8.5 Introduction	02/27/2003	3.00	N/A	Finished
PRO78	Project Management: An Integrated Approach to Managing Projects and Daily Operations	12/19/2002	3.00	N/A	Finished
Pro520	The Cycle Project Management	12/29/2014	3.00	N/A	Pending

6. Click on the '**Delete**' button, as shown below.



7. Click on the '**Return to Transcripts**' hyperlink off to the far right of the screen.
8. When you are finished using Training Server, click on the '**Logoff**' hyperlink in the top right corner of the window.

III. TRAINING SERVER GLOSSARY

1. **Internal Class**-Classes that are taken internally within the City of Tempe. i.e. computer classes through ITD User Education, TLC classes through AGTS.
2. **External Class**-Classes that are taken outside the City of Tempe for college degrees or personal enrichment. i.e. tuition reimbursement of any type for college level classes
3. **Roster**- When you are on the 'Roster' that means you have a seat reserved for you and you are a registered student. You need to click on the 'Schedules' hyperlink to schedule or register yourself for a class.
4. **Waitlist**- When you see yourself on the Waitlist that means you are interested in taking a particular class, but you have no seat in the class. There are 3 ways you will get on the 'Waitlist':
 - a. You scheduled yourself for an Excel Module 1 class, but you need to cancel yourself out of the class. After you call your Training Server Admin to cancel yourself out of the class, they will put you on the Waitlist, so that you will be contacted when the class is going to reoccur in the future.
 - b. You want to attend an Excel Module 1 class, but all of the seats are taken so you are placed on the Waitlist until someone cancels. The coordinator of the class will manage the process of moving someone from the Waitlist to the Roster if someone cancels.
 - c. You are scheduled for an Excel Module 1 class and the class is cancelled. When the class is cancelled, all of the students are moved from the roster to a Waitlist, so that when a new class is scheduled you will be moved from the Waitlist back to the Roster.
5. **Standby**- On the a Standby list for a specific class on a specific date.
6. **Approval Matrix**- The Approval Matrix sends out an email to a hierarchy of approvers, which is different for every department. There are 3 approval levels and 1 Tuition Approver. Some departments use all 3 levels and other departments only use 1 level. An employee registers for an Excel 1 class, an email is automatically sent to Approver 1. When Approver 1 accepts the registration request, an email is automatically sent to Approver 2. When Approver 2 accepts the registration request, an email is automatically sent to Approver 3. When Approver 3 accepts, an is automatically sent to the student requesting the class that they are 'Approved' to attend the class. If one of the Approver's rejects the request, then an email is automatically sent to the student saying they have been rejected to take the class and the approval emails stop.
7. **Course**- A 'Course' represents all educational Courses offered throughout the entire COT. The Course Catalog provides a search function to research all Courses, and review all Course information such as cost, status, objectives, and descriptions. Course information does not include a date for when the Course is assigned to be taught for COT employees.
8. **Class**- A Class is a Course with an assigned date for when the Course is going to be taught to COT employees. The schedules hyperlink within training Server allows you to query TrainingServer to find out what scheduled classes are available. The class summary allows you to view information about a class such as date/time, cost, status, credits (CEU's), number of students currently enrolled, class minimum/maximum, objectives, and descriptions.

Training Server Administrators in your department to help you register for any course within Training Server.

Last updated: 2 February 2006

	Department	Administrator	Ext
1	Audit/ Diversity/ City Clerk	Andrea Gattorna	2133
2	City Attorney-City Attorney	Susan Vasquez	8500
3	City Attorney-Prosecutors	Anita Perez	8220
4	Community Relations Department	Melanie Stoddard	8830
5	Community Dvpt (Econ Dvpt, Rio Sal, Hsg, Neigh. Enh., Redevel, Spcl Proj.)	Carolyn Mills	2706
6	Community Services	Cecelia Pinkston	5315
7	Community Services - Library	Dora Chavez	5505
8	Community Services - Social Services	Leah Sergeant	5407
9	Community Services - Social Services	Lisa Kleinpeter	5496
10	Courts	Frankie Valenzuela	8454
11	Dvpt Srvs -- Planning & Bldg Safety	Nancy Woods	8946
12	Dvpt Srvs -- Planning & Bldg Safety	Kathy Wittenberg	8434
13	Financial Services	Cora Lofgren	8321
14	Financial Services	Laura Guerrero	2916
15	Fire Department	Fred Guelich	7237
16	Fire Department	Marilyn Kamb	7203
17	Human Resources	Tammy Milhon	8056
18	Information Technology	Andrea Gattorna	2133
19	Parks and Recreation	Cynthia Yanez	5240
20	Police Department	Aaron Peterson	8779
21	Police Department	Jeff Millen	2331
22	Police Department	Bob Papke	6251
23	Public Works - Administration	Dianna Seaux	8371
24	Public Works - Engineering	Jan Hort	8250
25	Public Works - Engineering	Monique Gomez	8519
26	Public Works - Equip Mgmt	Rebecca Johnson	8282
27	Public Works - Field Services - Facility Maint. & Custodial	Becky Orta	8265
28	Public Works - Field Services - Golf Course	Gladys Pedron	8165
29	Public Works - Field Services - Solid Waste	Melinda Trombley	8167
30	Public Works - Light Rail	Dilanna Willstead	8487
31	Public Works - Traffic	Bobbi Lloyd	8284
32	Public Works - Streets Maintenance	Debra Cress	3813
33	Public Works - Traffic Engineering	Rosemary Ault	2153
34	Public Works - Transit	Holly Stennerson	2775
35	Tempe Community Council	Catherine Macdonald	2308
36	Tempe Learning Center	Dawn Oliphant	5313
37	Tempe Learning Center	Wydale Holmes	5312
38	Tempe Learning Center	Gretchen Maynard	5310
39	Water Management	Holly Bushaw	2621
40	Water Management	Marianne VanAuken	2633
41	Water Management	Susan Giger	2631
42	Water Management - Environmental	Diana Sechrist	2678
43	Water Management - Environmental	Emily Tellez	2690
44	Water Management - Environmental Health & Safety Services	Ray Hagen	2818
45	Water Management - South Plant/Lab	Sharon Cryer	8330
46	Water Management - Utilities Services/CMMS	Marti Montero	2680